



AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **Placer County**. The Placer County Human Resources Department administers the policies that govern employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, time of day and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Nicole Lopez
ADA Coordinator
145 Fulweiler Avenue, Auburn CA, 95603
adacoor@placer.ca.gov

The complaint may also be submitted online on the Placer County web site
<https://placercounty.wufoo.com/forms/ada-complaint-grievance-form/>

Within 15 calendar days after receipt of the complaint, Nicole Lopez, ADA Coordinator or her designee will meet or communicate with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting or communication, Nicole Lopez or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Placer County and offer options for substantive resolution of the complaint.

If the response by Nicole Lopez, ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision within 15 calendar days after receipt of the response to the or her designee.

Within 15 calendar days after receipt of the appeal, the **Placer County Executive Officer, 175 Fulweiler, Auburn, CA 95603** or designee will meet or communicate with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or communication, the Placer County Executive Officer or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Placer County is a recipient of federal financial assistance for transportation programs. As such, as required by CFR 49, 27.121, All written complaints received by Nicole Lopez, ADA Coordinator or her designee, appeals to the County Executive Officer or designee, and responses from these two offices will be retained by Placer County for at least three (3) years, and in summary form for at least five (5) years.